

Forms of Communication

The team uses various forms of communication to help parents and their families receive timely information for events, weather delays, event cancelations, etc. Below we have listed the ways in which we communicate with the team in the order in which we utilize them.

- **Emails via The Team Website**
 - Periodically you will receive updates to let you know of event deadlines and job sign up announcements. We also announce other information that is important but may have not been included in the newsletter.
- **Bi-Weekly Newsletter**
 - Most of our team's information will appear in this form. Information will include weekly updates, registration information for events and socials, along with club updates.
- **BAND App**
 - Our team's communication hub for athletes and parents. This app has athlete training groups, parent groups by roster, and our main page for teamwide updates. **Please download the app and then join the group [here](#)**
- **Family File**
 - Each Bluefin family has a file folder. These files are available at the pool during practices. Awards and other important communication will be placed in your file. Swimmers and/or parents will be responsible for checking the files daily.
- **Ondeck App**
 - Receive text messages and quick updates while you are at meets specifically tailored to you. Read updates on the team periodically and access all your information on your phone. Once you've downloaded the app and used the same login credentials you used for your team unify account, check that you have text messages and push notifications turned on for this to work. You can do this by agreeing to allow SMS messaging on your team account.
- **Social Media**
 - Facebook (not a primary resource)
 - Search for our private Booster Board ran page "Bainbridge Island Swim Club," and request to join.
 - Instagram (not a primary resource and coming soon!)

Communication With Coaches

The BISC staff understands the need for good communication through both informal and formal channels. However, emails are the most effective way to communicate information to your coaches and it is most commonly the way a coach will reach out to you.

We ask parents to communicate “Wet Side,” matters, which are specifically about your child’s swimming, to your child’s training group coach first. If your problems or concerns are not resolved or answered, you may contact the Head Coach to set up a meeting with your swimmer’s group coach and the Head Coach.

For “Dry Side” matters which are primarily for fees, programming, or other admin aspect please contact the Head Coach or our Billing Specialist, Terry Bugas at TerryB@BiParks.org

Office Hours:

Our coaches, excluding the head coach do not have office hours and can be reached in person 20-minutes prior or after the schedule practice times. If you have a specific concern that needs a little more attention, please notify the coach to work an appropriate time to meet/discuss.

For Head Coach, Kyle Harris, office hour (barring any swim meets) are:

- W/F from 9:30-11:30 and 1:30-2:45pm
- T/TH from 9:00-11:00 and 1:30-2:45pm
- Other times requested via appointment

Our team policy is that decisions involving stroke & skill technique, practice content and structure, skill progressions, meets/event entries, and team goals are best left to our qualified coaches. We encourage open communication to help the staff understand individual athlete circumstances. Only under real emergency circumstances should a parent attempt to converse with any coach during practice times or meets, but smiles are welcomed! The coaches need to focus their attention on the swimmers, the team, and its goals for practice and meets. They need to be able to interact with meet hosts, officials, and professional colleagues.

Handling Complaints, Suggestions, and Concerns

If a parent or guardian has a suggestion for improving the club or the way it is operated, he or she is encouraged to write the suggestion down and hand it in to the Coach. If for some reason a written communication is not preferred, the individual should contact the Head Coach and request a meeting to present the suggestion in person, or alternatively, raise it at the next parents' meeting (if appropriate).

If a parent or guardian has a concern or complaint about the team or the way it is operated, the Coaching staff will do their best to resolve the concern or complaint so long as the issue is brought to their attention in writing and in a timely fashion. For Dry Matters "administrative," please be sure that the note or letter contains specifics and that it is signed. This can be handed in or emailed to Head Coach, Kyle Harris. For Wet Matters "swimming specific related," please direct the concern to your lead group coach. By putting the issue in writing, the BISC Staff will have a clear statement from the parent or guardian and will be in the position to appropriately respond.

This policy is designed to ensure that suggestions, concerns or complaints do not go unaddressed. It is not meant to discourage anyone from raising an issue informally. In fact, the informal approach is often the most expedient assuming that one of the coaching staff members can answer the particular question at the time. If it is something requiring the entire staff's attention, the better approach is to put it in writing. Relying on someone to "relay" something of importance will not guarantee that it is accurately conveyed, especially if it is not discussed until the next time the coaches meet.

No policy can cover every possible scenario and we recognize this fact. Any number of issues will arise and can possibly be more properly handled through other alternatives, such as meetings or phone calls with the coaching staff. These types of issues usually affect a single swimmer or a single family, or deal purely with an athlete's swimming – they tend to not to involve the entire club and its operations. The BISC Staff continues to be open to whatever method of communication makes the most sense under the circumstances. As a general policy, when it comes to the team and its operations, writing a note or letter will enable the BISC Staff to respond effectively and in the best interests of all concerned.